



CITY OF NEWPORT BEACH Board of Library Trustees Agenda

**Newport Beach Public Library
1000 Avocado Avenue, Newport Beach
February 17, 2015 – 5:00 p.m.**

Board of Library Trustees Members:

**Robyn Grant, Chair of the Board
John Prichard, Vice-Chair of the Board
Eleanor Palk, Secretary of the Board
Jill Johnson-Tucker
Jerry King**

Staff Members:

**Tim Hetherton, Library Services Director
Dave Curtis, Library Services Manager
Elaine McMillion, Administrative Support Specialist**

1) CALL MEETING TO ORDER

2) ROLL CALL

3) PUBLIC COMMENTS

Public comments are invited on agenda items. Speakers must limit comments to five (5) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in silent mode.

4) APPROVAL OF MINUTES – Draft January 20, 2015 Minutes

5) CURRENT BUSINESS

All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees, staff or the public request specific items to be discussed and/or removed from the Consent Calendar for separate action.

A. CONSENT CALENDAR

1. **Customer Comments** - Monthly review of evaluations of library services through suggestions and requests received from customers.
2. **Library Activities** - Monthly update of library events, services and statistics.
3. **Expenditure Status Report** - Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. **Corona del Mar Branch Project Update** – Public Works staff will give an update of recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)
2. **Arts & Cultural Update** – City Arts Commission Chair Rita Goldberg will provide the annual update on the City Arts Commission's programs and activities.
3. **Review of Library Expansion Donor Wall Naming / NBPL Foundation** – NBPL Foundation Executive Director Tracy Keys will provide an update.
4. **Downloadable Services** – Staff will give an overview of downloadable services.
5. **2015-2016 Proposed Budget for Library Services** – Staff will present the proposed budget for fiscal year 2015/16 as discussed at the January 20, 2015 meeting for review and approval.
6. **Display and Distribution of Materials in Library Policy** – Staff will present the revisions to this policy and submit them to the Board of Library Trustees for approval.
7. **Proposed Library Closure/Availability for July 4th Holiday** – July 4th will fall on a Saturday this year (2015). As a result, most City departments will observe the Holiday on Friday July 3rd. The Library proposes to remain open on July 3rd and to close on July 4th for the observance of Independence Day.

C. MONTHLY REPORTS - No written reports created prior to the Board of Library Trustees Meeting

1. **Library Services Director Report** – Report of Library issues regarding services, customers and staff.
2. **Friends of the Library Liaison Report** – Trustee King's update of the most recently attended Friends of the Library Board meeting.
3. **Library Foundation Liaison Report** – Trustee Jill Johnson-Tucker's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLS Liaison Report** – Secretary Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.

6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)

7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.

8) ADJOURNMENT

This Board of Library Trustees is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board of Library Trustees and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Board of Library Trustees may limit public comments to a reasonable amount of time, generally three (3) minutes per person.

It is the intention of the City of Newport Beach to comply with the Americans with Disabilities Act ("ADA") in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the City of Newport Beach will attempt to accommodate you in every reasonable manner. If requested, this agenda will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Please contact the City Clerk's Office at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 644-3005 or cityclerk@newportbeachca.gov.

CITY OF NEWPORT BEACH

Board of Library Trustees
Meeting Minutes
January 20 2015 – 5:00 p.m.

CONVENED AT 5:00 p.m.

1) **CALL MEETING TO ORDER** – Chair Robyn Grant called the meeting to order.

2) **ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Robyn Grant, Vice Chair John Prichard, Secretary Eleanor Palk, Jill Johnson-Tucker, Jerry King

Staff Present: Library Services Director Tim Hetherton, Library Services Manager Dave Curtis, Branch and Youth Services Coordinator Debbie Walker, Support Services Coordinator Melissa Kelly, Librarian Allen Kesinger, Administrative Support Specialist Elaine McMillion

3) **PUBLIC COMMENTS**

Jim Mosher referenced comments he submitted in writing, and commented on online databases and suggested that the Board consider cooperation between other libraries to share and provide access to all available databases. Additionally, he commented on the Corona del Mar Branch and hoped that what will be presented to Council will be clearly detailed to the Board in terms of what Council will be considering for approval. He addressed Item B3 (Display and Distribution of Materials in Library Policy) and made suggestions including trusting Library staff to make good decisions as to what materials should be included and provided examples of possible policies.

Carl Cassidy stated he would like the opportunity to comment on the budget, especially related to Bistro 24 and the Corona del Mar Branch project. He expressed concern that salaries are not detailed within the budget and that there is not sufficient information to act on it this evening. He urged the Board to submit a request for additional information.

4) **APPROVAL OF MINUTES** – *Draft December 15, 2014 Minutes*

Motion made by Trustee Johnson-Tucker and seconded by Secretary Palk and carried (4-0-1-0) to approve the minutes of December 15, 2014, as written.

| | |
|-------------|-----------------------------------|
| AYES: | Grant, Palk, King, Johnson-Tucker |
| NOES: | None |
| ABSTENTION: | Prichard |
| ABSENT: | None |

5) **CURRENT BUSINESS**

A. **CONSENT CALENDAR**

1. **Customer Comments** - *Monthly review of evaluations of library services through suggestions and requests received from customers.*
2. **Library Activities** - *Monthly update of library events, services and statistics.*
3. **Expenditure Status Report** - *Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department.*

4. **Board of Library Trustees Monitoring List** - *List of agenda items and dates for monthly review of projects by the Board of Library Trustees.*

Chair Grant commented on a review of the Library expansion donor wall and notice will be provided for the appropriate parties to attend. She added that the Chair of the Arts Commission will attend the next meeting and provide a status report on the City Arts Commission.

Discussion followed regarding customer comments and a decline in customers served and circulation, possible trends and reasons for the declines including construction were noted.

Motion made by Secretary Palk and seconded by Vice Chair Prichard and carried (5-0-0-0) to approve Consent Calendar Items as presented and discussed.

| | |
|-------------|---|
| AYES: | Grant, Prichard, Palk, King, Johnson-Tucker |
| NOES: | None |
| ABSTENTION: | None |
| ABSENT: | None |

B. ITEMS FOR REVIEW AND POSSIBLE ACTION

1. **Critical Review of Online Database & Services / Database Usage Report** – *Staff will give an update and review of the Library database services.*

Librarian Allen Kesinger provided an update of Library databases noting a new database, A to Z, which offers people search, a career and resume tools, homeowner data and can be adjusted for other search parameters. He reported that course instruction is held on Tuesdays at 2:00 p.m. He added that different courses have been incorporated including Value Line. He listed other courses offered including an Ancestry online class. Discussion followed regarding an upcoming Pinterest class, eBooks, eBranch, and downloadable book services. It was noted that eBranch is open all day, every day and that a new class schedule is available online.

Ensuing discussion followed regarding the success of the Media Lab Open House and promoting database launches.

2. **2015-2016 Proposed Budget for Library Services** – *Staff will provide a report for review.*

Support Services Coordinator Melissa Kelly noted that specific personnel information is missing from the budget and that the Finance Department was not able to provide it for this meeting. She noted that Finance has added a new system and that all personnel budget information is now handled by the Finance Department. She reviewed the information provided and noted that currently existing positions will be included in next year's budget; that no new positions are being added and none will be eliminated.

Discussion followed regarding salaries and raises, materials, and generating wish lists.

Ms. Kelly presented a breakdown of the operating budget and addressed leases, copiers, and the need to consider the Information Technology (IT) budget. She suggested waiting to approve the budget until information regarding staff expenses has been provided and addressed requesting changes to the budget.

Ensuing discussion pertained to tabling this item to the Board of Library Trustees meeting of February 17, 2015.

This matter was tabled to the Board of Library Trustees meeting of February 17, 2015, without objection.

3. **Display and Distribution of Materials in Library Policy** – *Staff will present the revisions as presented at the December 15, 2014 meeting for review and approval.*

Library Services Director Tim Hetherton noted that the policy, as presented tonight, is not much different than the existing policy and commented on challenges in terms of what materials can be displayed and who may display them. He offered to research best practices of other libraries and return with a report to the Board at the next meeting.

Discussion followed regarding deferring the matter to the Director and staff, trying a policy for six months to determine costs/benefits, and the possibility of having a broader policy at the discretion of the Library Director.

This matter was tabled to the Board of Library Trustees meeting of February 17, 2015, without objection.

4. **Vacant Space Across from Bistro 24** – *Update on the potential use of the space located on the second floor of the Central Library as discussed at the December 15, 2014 meeting.*

Library Services Director Tim Hetherton reported speaking with the City Manager about this matter and suggested the possibility of using the space for a gallery or display of art and making it a community space where residents would be actively solicited to provide art that they would like to display. He added that staff can develop policies to be presented to the Board for approval.

Discussion followed regarding creating the right branding and atmosphere for the area, using the expertise of the Arts Commission, keeping control of the space versus giving it to the Arts Commission, using the space for things other than art, obtaining funding for display cases and furniture, and getting input from the Friends of the Library regarding their desire for the space.

Motion made by Vice Chair Prichard and seconded by Secretary Palk and carried (5-0-0-0) to approve use of the space located on the second floor of the Central Library as discussed and direct staff to seek access to the area and discuss its use with the Community Development Department.

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|-------------|---|
| AYES: | Grant, Prichard, Palk, King, Johnson-Tucker |
| NOES: | None |
| ABSTENTION: | None |
| ABSENT: | None |

5. **Corona del Mar Branch Project Update** – *Staff will report on recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)*

Library Services Director Tim Hetherton reported meeting with the Public Works Department and stated they are interested in obtaining estimates for furniture and fixtures. An architect has not yet been chosen and staff is waiting for funds to be allocated towards the project.

Discussion followed regarding determining how much shelving and furniture is needed, the need to make a decision on the architect and engaging the public in the process.

C. MONTHLY REPORTS – *No written reports created prior to the Board of Library Trustees Meeting*

1. **Library Services Director Report** – *Report of Library issues regarding services, customers and staff.*

Library Services Director Tim Hetherton reported there has been a lot of interest in the current *Illustrated Courtroom: Famous Trials in Pictures* art exhibition in the Central Library and noted that it will be coupled with a lecture on Tuesday, March 3, 2015. He added that he has been busy with the budget and concert planning.

Director Hetherton congratulated Library Services Manager Dave Curtis for the success of the Media Lab Open House and noted that there were promising leads obtained.

Discussion followed regarding communicating with the Foundation. A YouTube video on the Media Lab, created by Greg Johnson, was shown.

2. **Friends of the Library Liaison Report** - *Trustee King's update of the most recently attended Friends of the Library Board's monthly meeting.*

Trustee King reported that the book sale was a success. He addressed ad hoc sales and special collections and noted that the Friends will be discussing possible changes in the future. He commented on how to make information available and on how to display important books. He noted that people bring books in all the time and that the bookstore is "stressed for space".

3. **Library Foundation Liaison Report** – *Trustee Jill Johnson-Tucker's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.*

Trustee Johnson-Tucker reported that the Foundation meeting date has been changed from the first Monday of the month to the fourth Monday of the month.

Director Hetherton reported attending their recent retreat and that discussion pertained to cultivating a younger clientele which will be reflected in their programming. Additionally, the Foundation wants to dedicate an auditorium with a capacity for 300 to 350 people.

4. **DSLS Liaison Report** - *Secretary Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.*

Secretary Palk reported that the group is doing well and addressed upcoming events including a lecture by author Elizabeth Kolbert of *The Sixth Extinction; An Unnatural History*, a book about mass extinctions.

6) **BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)** - None

7) **PUBLIC COMMENTS ON NON-AGENDA ITEMS**

Jim Mosher commented on possible future monitoring items including developing an emergency management plan including server emergencies. He suggested that the Board may want to review the matter in the future. Additionally, he commented on the practice of a library in Massachusetts that offers discounts to educational and other types of programs.

Support Services Coordinator Melissa Kelly reported on the distribution of a "Save the Date" notice for the Gift of Literacy luncheon scheduled on May 1, 2015. She added that invitations will be sent by email.

Carl Cassidy commented on restaurant week and noted that with the new Council, there will probably be a new Finance Committee. He added that the proposed Library budget has decreased approximately 3%, which is a tribute to the Board and staff. He noted that the Library is well-used and commented on increases in costs.

8) **ADJOURNMENT** – 6:42 p.m.

Submitted by: _____
Approval of Minutes

NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS
JANUARY 2015

| COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer | COMMENT | RESPONSE |
|--|---|---|
| <p><u>1</u> <u>12/31/2014</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/2/2015</u></p> | <p>I am trying to place a hold on the movie "God is not dead" and it is not giving me the option. The page only gives me the option to place it in my book cart doesn't let me go on from there. How can I do this? Thanks</p> | <p><u>Melissa Kelly responded via email:</u> Newer DVDs, such as "God is not Dead", are put into our rental collection and are circulated on a first come, first serve basis. Since these titles are very popular and in high demand they are able to circulate more quickly by not being in the Holds system. Once they have been in our system for about 6 to 9 months, they are moved out of the rental collection and customer may then reserve the titles and check it out without paying a rental fee. We are sorry for the inconvenience that this may cause you. Thank you for using your Library.</p> |
| <p><u>1/2/2015</u></p> | <p>Customer replied : Thank you for your prompt response and fro explaining it so well. Happy New Year!</p> | |
| <p><u>2</u> <u>1/1/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/2/2015</u></p> | <p>IN AN ATTEMPT TO UNFREEZE MY HOLDS, I JUST DELETED ALL OF THEM. CAN YOU RETRIEVE AND CORRECT MY MISTAKE.</p> | <p><u>Melissa Kelly responded via email:</u> I found 6 items that were cancelled on your account yesterday. I have replaced the hold for those 6 items with a pick up location of the Central Library. Unfortunately the record did not retain the date when you originally placed your request, so each of these holds has dropped to the bottom of the queue. Thank you for using your Library.</p> |
| <p><u>3</u> <u>1/5/2015</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>1/6/2015</u></p> | <p>I have a hold on a book and on the far right side it says "Freeze" what does that mean?</p> | <p><u>Melissa Kelly responded via email:</u> Freeze is an option that you have to manage your requested items. If you place a "HOLD" on an item, but you are not going to be ready to pick it up when it becomes available, you can freeze the HOLD. That means that you stay in the hold queue and if your request reaches the top of the list, it will go to the next person. When you are ready for the item, you remove the freeze check mark and your HOLD will be active again. This is particularly helpful if you are going on vacation and will not be able to get to the Library for a while. Since the "Freeze" box is not checked your HOLD is currently active and you are 2nd in line for the book that you have requested. When the book arrives at the Library it will fill the HOLD for the 1st person on the list and you will move up to the number 1 spot. Please let us know if you have any other questions about the Library. Thank you for using the Library.</p> |
| <p><u>4</u> <u>12/31/2014</u> <u>Comment Form - Email</u> <u>Natalie Basmacyan</u> <u>Adult Services Coordinator</u> <u>1/6/2015</u></p> | <p>Hi there, I found the library's Online Resources for Seniors and I wanted to suggest the website I've used twice now in my search for my dad's senior care and housing. https://www.senioradvisor.com/newport-beach-ca/assisted-living was so helpful when our family was struggling to make the right decision for his care. People are able to leave reviews about their experiences with senior care homes to help others making this difficult decision. I thought you may want to share this with your visitors because this website has helped me locate first an independent living community and now an assisted living facility with memory care. also there were several sorting options so I was able to find the perfect fit for my dad and our family. I hope I've been able to help. Happy New Year.</p> | <p><u>Natalie Basmacyan responded via email:</u> Thank you for taking the time to contact the Library regarding the Senior Resources links. We are pleased you found the resources useful. With regards to adding the link you suggested, we have opted not to add it at this time, as all the links currently on the site are not-for-profit entities. Please let me know if I may be of further assistance. Thank you for using the Newport Beach Public Library. Sincerely,</p> |

| <p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p> | COMMENT | RESPONSE |
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| <p><u>5</u></p> <p><u>1/6/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Dave Curtis</u></p> <p><u>Library Services Manager</u></p> <p><u>1/7/2015</u></p> | CAN YOU INFORM YOUR ELDERLY HOMELESS DRESSED MEN IN TEENAGED CLOTHING, TO NOT SPEAK TO THE OTHER PATRONS AT THE LIBRARY, ESPECIALLY REEKING OF S#*T. I DONT LIKE HOMELESS ELDERLY MEN APPROACHING ME. THANKS. | <u>Dave Curtis responded via email:</u> Good Morning, I'm sorry you had an unpleasant encounter with another library user. If, while in the Library, you are disturbed by another patron that is violating our Use Policy, please inform a staff member at that time so that we might be able to address any behavior issues. I hope future visits to the Library are much more pleasant. |
| <p><u>6</u></p> <p><u>1/7/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Debbie Walker</u></p> <p><u>Branch & Youth Services Coordinator</u></p> <p><u>1/7/2015</u></p> | Sadly often when I am within Mariners Branch Library I have noticed several persons watching pornagahpic materials, one person on regular basis, is there no firewall on the computers there? Now I am no purde, but I do not think this is proper place for such activites, after all it is a elementry school library and I do believe such things are very illegal. | <u>Debbie Walker responded via email:</u> I have copied Heather Hart, who is the Branch Librarian, on your e-mail to let her know that you feel that some computer users are not viewing appropriate materials. The computers in the adult area are not filtered although the computers in the children's area are. In the future please do not hesitate to let Mariners staff know if you feel someone is using the library and/or library resources improperly. We do appreciate your use of the library and apologize for any discomfort these concerns might have caused you. |
| <p><u>7</u></p> <p><u>1/7/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmaciyen</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/1/2015</u></p> | There is a psychopath stalking me with a hacking device that takes controls of the functions of the computers im on, and who ever the hacker is stalking me and my siblings. this psychopath human keeps putting the birth dates of my family members in every thing, got me locked out of my college application process by bothering the passwords over and over again, tries to bother anything military I bring up, and repeatedly tries to fill stuff out with my siblings info. this mentally challenged psychopath also followed me to other businesses and tried putting my siblings info too. iguess he is trying to threaten my life or something after watching too much mystery shows. Anyways I have been here all day today, and the mentally ill psychopath has desparately been trying to play with the volume, shake my page to show he is hacking, open my emails, put other stuff in my search right when I push enter, stop my internet connection, put what they want to look at, and try to put my families info that is not of adult age only. | <u>Natalie Basmaciyen responded via email:</u> Thank you for taking the time to contact the Newport Beach Public Library. If you feel threatened at the library or suspect illegal activity on your accounts, please contact the Newport Beach Police Department for proper resolution. The main Newport Beach Police Department number is (949) 644-3717. Sincerely. |
| <p><u>8</u></p> <p><u>1/11/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Melissa Kelly</u></p> <p><u>Support Services Coordinator</u></p> <p><u>1/12/2015</u></p> | I am out of state - my sister was diagnosed with stage 4 cancer and I found myself here in Salt Lake City for an unknown length of time - I renewed all my audiobooks but this one which won't renew because it's on hold...shall I mail it to you in hopes it won't be over due? Or is there a way to over ride the system and renew it? Thx so much for your help ! Holly wall 714-651-3396 | <u>Melissa Kelly responded via email:</u> We have made an exception for you and renewed the last audio book for you. That item is now due at the beginning of February along with your other items. We hope all goes well for your family. |

| <p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p> | COMMENT | RESPONSE |
|--|---|--|
| <p>9</p> <p>1/14/2015</p> <p>Comment Form - Written</p> <p>Dave Curtis</p> <p>Library Services Manager</p> <p>1/14/2015</p> | Like most the outdoor landscape. Try to have a sign or recording saying Silence. Silencio. Thanks. | <p>Dave Curtis responded via email:</p> <p>Good Morning, Based on your submitted comments, it seems that the noise level in the Library was a distraction for you. I apologize for that. The Library is popular and well used. Lots of customers come to use and enjoy the many collections and services here, and that creates lots of energy. Sometimes certain spots have a lot of activity and noise. While we ask that our customers be conscious of others and refrain from creating disturbances (Library Use Policy), there are times when localized higher noise levels become unavoidable. However, there are locations upstairs that are identified as quiet spaces. The carrels along the windows and/or the Charles Sword Reading Room may be great spots to utilize as they tend to be quiet areas when it's needed. I hope that this is helpful and that your next visits are wonderful. Thank you for your suggestion.</p> |
| <p>10</p> <p>1/19/2015</p> <p>Comment Form - Written</p> <p>Dave Curtis</p> <p>Library Services Manager</p> <p>1/20/2015</p> | The library is awesome! Verizon would likely add a micro cell to give cell coverage and enable e-book check out while outside. | <p>Dave Curtis responded via email:</p> <p>Good Afternoon, Thank you for your suggestion that Verizon would likely add equipment for cellular coverage. I am sorry that the downloadable collections experience was poor while at the Library. We know that improved signal strength would be fantastic and we would welcome that improvement. However, the service vendors (carriers) are not compelled to improve coverage presently. This may be based on potentially signal depleting building materials in the Civic Center/Library, and the costs needed to overcome that hindrance. We hope that signal technology and equipment improvements are getting to the point where you can make use of your phone or portable device to enjoy our services onsite in the near future. Thank you again for your input.</p> |
| <p>11</p> <p>1/20/2015</p> <p>Comment Form - Written</p> <p>Dave Curtis</p> <p>Library Services Manager</p> <p>1/20/2015</p> | The media lab is very cold the vents are blowing on the computer stations and I cannot sit and focus with this degree of frost. | <p>Dave Curtis responded via email:</p> <p>Good Afternoon, I am so sorry that the temperature in the Media Lab was too cold during your recent visit to the Library. We will address the AC issues and make every effort to make the space as comfortable as possible. I hope your future visits are better and that you are able to utilize the Lab well. Thank you again for the input.</p> |
| <p>12</p> <p>1/21/2015</p> <p>Comment Form - Email</p> <p>Melissa Kelly</p> <p>Support Services Coordinator</p> <p>1/22/2015</p> | Just a short note to suggest that better care might be taken of the public restrooms in the library. While on every other level, the library is a top quality amenity, the restrooms, whether on the 1st or 2nd floor, are not kept as sanitary as one would expect of the facility. I'm a Newport Beach resident and have had the pleasure of basing myself at the library for 4 out of 7 days of the week for the past 3 weeks while preparing for a bar examination so I've had ongoing exposure to the restrooms during that time and generally find them to be relatively poorly-kept: the toilet bowls and their surrounds are often quite filthy, the floors - both in cubicles and outside - often wet underfoot and toilet paper and paper towels strewn-about (mainly inside cubicles). The second floor facilities seem to suffer in particular, probably because they are the only ones on what seems to be the busiest floor of the library and therefore and get a lot of use. Wanted to pass on the comments as I feel that its something easily addressed and would make a significant difference to the customer experience. Best regards. | <p>Melissa Kelly responded via email:</p> <p>Thank you for sharing your thoughts about the Library. I am sorry that you have found the restrooms in poor condition. The facilities are cleaned on a nightly basis after closing. Since we do not use Library resources to employ full-time cleaning staff, the Library staff checks on the restrooms periodically throughout the open hours to pick up papers and stock supplies. I will work with staff to see if we can increase the number of checks that they make each day and hopefully improve the look of the restrooms in the future. Thank you for using your Library.</p> |

| <p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p> | COMMENT | RESPONSE |
|---|--|--|
| <p><u>13</u></p> <p><u>1/23/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/23/2015</u></p> | <p>Barron's and NY Times: Since these two newspapers are often stolen I think that they should be held at the reference desk on a check-out basis. That is, you would need to leave your CDL or library card in order to get them. That would cut down on theft.</p> | <p><u>Natalie Basmacıyan answered via email:</u> Thank you for taking the time to contact the library regarding newspapers. In the past, we have attempted a check-out system for the newspapers and customer feedback indicated this step was unnecessary and was a barrier to access. If you do not see the New York Times or Barron's on the shelf, please ask a staff member to check for the newspapers. Other customers may be using the newspapers, or copies may be waiting in the workroom to be reshelved. Also, the Newport Beach Public Library subscribes to Proquest, which provides full-text newspaper and magazine articles, including the New York Times and Barron's. If you are looking for specific articles or topics, Proquest may be a viable option if you do not see the newspapers. Please let me know if we be of further assistance with this or any other inquiry. Sincerely.</p> |
| <p><u>14</u></p> <p><u>1/23/2015</u></p> <p><u>Comment Form - Written</u></p> <p><u>Dave Curtis</u></p> <p><u>Library Services Manager</u></p> <p><u>1/26/2015</u></p> | <p>A request that new books go back to a 2-week loan period.</p> | <p><u>Dave Curtis answered via email:</u> Good Afternoon, Thank you for sharing your concern with the three week loan period for new books. I understand your concern that the additional week may create longer waits for customers on the hold list for a given title. We made changes to some loan periods and item type limits in November to increase access and convenience for our customers. We wanted to provide enough time for readers to get through their selections with less angst around getting the materials back so quickly. Any increases of hold lists will be countered by our "hot title" purchasing guideline: buy additional copies of titles based on the number of customers on the hold list. We also know that our more voracious readers (typically our hold placers) tend to get their checked out items back to us sooner than three weeks. It is our hope and expectation that these factors and actions will lead to better service, and little negative effect on service. I certainly hope that your service experience with the holds program continues to be great. Many thanks again for your feedback.</p> |
| <p><u>15</u></p> <p><u>1/23/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Natalie Basmacıyan</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>1/23/2015</u></p> | <p>Hi :) I write from Puget Sound. I have an aged aunt in CDM whom I am about to drive down to visit. One of the things I mean to do with her is show her a number of fun You Tube videos as of course she has missed the whole Internet thing. While I have a netbook and a tablet, certainly would your computer screens be larger and thus better for her viewing. My concern, however, is audio. Do you provide earbuds or could I procure some for my aunt?</p> | <p><u>Natalie Basmacıyan responded via email:</u> Thank you for contacting the Newport Beach Public Library. You may purchase earbuds for \$1.50 or a earphones for \$6.00 at any of our four locations. If you visit the Central Library, the supplies are sold at the 2nd floor Reference desk. At the other three locations, you may purchase supplies at the front counter. Please let me know if I may be of further assistance as you plan your trip to the area. Sincerely.</p> |

| <p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p> | COMMENT | RESPONSE |
|---|---|---|
| <p><u>16</u></p> <p><u>1/9/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Debbie Walker</u></p> <p><u>Branch & Youth Services Coordinator</u></p> <p><u>1/9/2015</u></p> | <p>I just wanted to take a moment to address an experience I had within your Newport branch today. I work in customer service with a wide range of clientele and don't often take the time to write about a bad experience; however, I was so appalled at this interaction I believe it should be brought to your attention. I came in to inquire if I would be able to renew a book that I was unable to renew online. I travel a lot with my company and sometimes I don't have the time to read a book within the designated timeframe. Without even greeting me, a librarian named xxxxxx, ushered me toward her and I explained my situation and was wondering if it was possible to renew the book since I had previously done this. I was fine with her denying my request, it was the way she rudely presented it to me. "Clearly it is possible since someone has done it for you before. That someone was a lot kinder to you than I am going to be. You may not renew this book as you've had it 8 weeks and it needs to go back on the shelf. It is against the rules to renew it that many times." She offered no other condolences and that was the end of our conversation. She did not even say goodbye. I wanted to share my experience with you because it almost makes me feel like I should begin going to a different branch. I hope others have not encountered her on what appears to be a bad day. I hope you share this information with her as it relates to her social interactions with others.</p> | <p><u>Debbie Walker responded via email:</u> I was copied on your e-mail regarding the incident you described below that happened at Mariners earlier today. I am very sorry that you had that experience. I am copying Judy Pavlik (who is xxxxxx's direct supervisor) and Heather Hart (Branch Librarian) on my response so that they are fully aware of the situation. I have spoken to both of them in person and asked that they speak with xxxxxx and work to rectify such responses for future interactions. The Newport Beach Public Library does pride itself on providing excellent customer service and do want all of our customers to leave having had a positive and meaningful experience using any of our facilities. We do hope that you will continue to visit the library, and again, my apologies for what you experienced today. Do not hesitate to contact any of us if you have any further questions or concerns.</p> |
| <p><u>17</u></p> <p><u>1/25/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director</u></p> <p><u>1/27/2015</u></p> | <p>I recently read an article from 2011 that talked about the Balboa Branch possibly going "bookless" when it moved to a new location. I'm writing about this concept for a master's class I'm taking and was wondering if this in fact happened. I'm curious whether the branch remained "traditional", is semi bookless, or totally bookless with books requests available via electronic kiosk. If totally bookless, is it staffed by librarians? Any information you could provide would be appreciated. Thank you.</p> | <p><u>Tim Hetherton reposnded via email:</u> The proposed transition of the Balboa Branch to a bookless library never gained any traction in the community. The Balboa Branch is still located at its original site, and was not relocated to the Marina Park facility. Services at the branch are still traditional, with a large collection of print materials and a friendly and helpful staff, although the Newport Beach Public Library offers a lot of online content and services through our eBranch (http://www.newportbeachlibrary.org/ebranch). Please, if you have additional questions, I will be glad to assist. Best regards and good luck.</p> |
| <p><u>18</u></p> <p><u>1/27/2015</u></p> <p><u>Comment Form - Written</u></p> <p><u>Heather Hart</u></p> <p><u>Mariners Branch Librarian</u></p> <p><u>1/27/2015</u></p> | <p>I like the offerings for my kids and the video games. Many of the children's DVD's are scratched. Someone perhaps needs to go through them.</p> | <p><u>Heather Hart responded via email:</u> We are glad you like the programs and materials for your children and especially the video games. If you do come across titles that are damaged enough that they don't work, please alert staff members at the front desk. We can then take action for those items and either replace or remove them from circulation. Thanks for using the Newport Library, and please let me know if you have other questions or comments.</p> |

| <p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p> | COMMENT | RESPONSE |
|--|--|---|
| <p><u>19</u></p> <p><u>1/28/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Dave Curtis</u></p> <p><u>Library Services Manager</u></p> <p><u>1/28/2015</u></p> | <p>Hello from Texas! I visited Newport Beach many years ago. I took a photo of the gift form Japan title "Nayakoshi-Good Friends" which was located on the Library grounds. The inscription is unreadable and would like to know what it says. Would you have a written copy of the inscription? Ideally, I was wondering if someone could take a well-focused of the inscription well-focused and email it to me. I would appreciate it so much. Thank you!</p> | <p><u>Dave Curtis responded via email:</u> Good Morning from Newport Beach! I am attaching a Word Doc of the inscription and a photo.</p> <p>I also wanted to share with you that the City of Okazaki recently gifted a small statue of the Shogun Tokugawa, mentioned in the Good Friends Inscription. I have included a photo of that as well. I hope this is helpful, and hope you visit Newport Beach again.</p> |
| <p><u>20</u></p> <p><u>1/28/2015</u></p> <p><u>Comment Form - Email</u></p> <p><u>Melissa Kelly</u></p> <p><u>Support Services Coordinator</u></p> <p><u>1/29/2015</u></p> | <p>Hello, I was wondering if there is a fine for not picking up a book within 7 days if a hold was place on it. I've been notified that a book is ready for pickup, but I've decided not to check out the book. Also, is there a way to cancel the hold for pickup so that it may be available to the next person? Thanks.</p> | <p><u>Melissa Kelly responded via email:</u> There is no charge for canceling your hold. You may cancel the hold from our website www.newportbeachca.gov by using the "My Account" section. Simply go to your hold list and check the mark in front of the title and click on the Update List button. You may also cancel the hold simply by calling the Library (949) 717-3800 and asking staff for assistance. If you would like me to cancel that hold for you now, please send me your library card number and/or your last name as well as the title that should be canceled. Thank you for using the Library.</p> |

NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees
From: Tim Hetherton, Library Services Director
Re: Report of Library Activities – February 17, 2014 Board of Library Trustees Meeting

TIM HETHERTON, LIBRARY SERVICES DIRECTOR

"To build up a library is to create a life. It's never just a random collection of books."
– Carlos María Domínguez

The Library held an All Staff meeting on the morning of January 31st. These meetings are important, as they provide an opportunity for the Library Administration to present the goals for the year and the projects we will undertake as an organization. Naturally, the Corona del Mar Branch "Fibrary" project looms large on our collective horizon. I prepared a presentation on the proposed Corona del Mar branch replacement geared towards Library staff. I felt it was important for Library staff to have an overview of CDM branch operations and demographic trends in the neighborhood. This overview may also benefit residents curious about branch services in the village. Here is a snapshot of the current CDM branch and the community it serves taken from Library statistics, Census information, and the annual State Report:

- Opened in July 1959, renovated in 2009.
- Hours Open, Weekly: 51
- Hours Open, Annually: 2,550
- Weeks Open, Annually: 52
- Total Number of Volumes Held: 15,214

Service population (92625 Zip Code):

- Population: 13,354
- Total households: 6,082
- Households with children under 18 years: 1,017
- Households with individuals 65 years and over: 2,321

Cardholder information:

- Registered cardholders in the 92625 zip code: 9056
(representing $\frac{3}{4}$ of the total population).

CDM Branch statistics, Fiscal Year 2013/14:

- Customers served: 23,899
- Circulation: 35,824
- Program attendance: 3,795

Daily averages, Fiscal Year 2013/14*

| | |
|------------------------------------|-----|
| • Customers served: | 100 |
| • Circulation: | 150 |
| • Program attendance(per program): | 37 |

*CDM Branch was open 238 days in FY 2013/14

What do branch statistics tell us?

- Customers served totals nearly one fourth of the immediate service population.
- Circulation of materials is robust. Three quarters of 92625 residents are cardholders.
- Program attendance is high, due to Children's Services emphasis.

All of these details will inform the service model that the Library will implement in the branch should the proposal go forward. The new facility must be user-friendly yet still efficient and serviceable. The amount of space needed for each function and the ways these spaces should relate to one another will be a point of discussion between the library staff and the architect. Evolving trends in twenty-first century library buildings must also be considered, as well as the integration of service points, and the expansion of non-print materials.

Exhibition space on the 2nd floor expansion

I met with Community Development staff and they are fine with the concept of using the space on the expansion as an area to display collections and art. I will submit a proposal to the BLT with some suggested policies based on the model established by the Arts Commission for displaying art at the Central Library.

DAVE CURTIS, LIBRARY SERVICES MANAGER

Based on customer feedback regarding a lack of signage regarding pedestrian traffic in the parking lot, staff worked with Public Works personnel to remove unneeded signs, freshen up signs and add a sign warning of pedestrians at the entrance to the Library lot. Thanks to public input, we made some nice improvements.

On Thursday January 10th, the Library hosted a Media Lab open house. Thanks to great marketing, both of the sessions (10am-12pm and 4pm-6pm) were very well attended. More than 150 people came and learned all about what is offered in the Labs. The open house was a large success as indicated by attendance during the events, but also by the increased use and interest from the public after the events.

MELISSA KELLY, SUPPORT SERVICES COORDINATOR

Literacy

As a part of the "Pitch an Idea" campaign last year, Cherall Weiss, Literacy coordinator, proposed the creation of an online tutor orientation. The project was funded by the Foundation and Cherall began work. The program was created using an outside consultant, Literacy volunteers and the Media Lab. Prospective tutors will now be able to complete their initial orientation from the convenience of their home or office, 24 hours a day, 7 days a week. You can find the orientation program on the Literacy page of the Library's website.

The Newport/Mesa ProLiteracy Board had their bi-monthly meeting and annual retreat in January. The Board Officers for 2015 were elected and are as follows:

Jason Brady, President
Stew Royer, Vice President
Ruth Faer, Secretary
Farrah Mozaffar, Treasurer

The group set their goals for the year based on the theme, "Maintain the Momentum, Spread the Word".

Contracts Workshop

I attended a full day City sponsored workshop on contract administration. Anthony Nguyen, Purchasing Agent managed to find an engaging speaker to lead this workshop on such a dry topic. Representatives from each City department participated in the session. Executing contracts in the City often involve several departments such as Purchasing, Risk Management, Attorneys, but the on-going administration is generally left to the initiating department.

Circulation

The Circulation section has had several openings in the past few months due to promotions of other staff members. We have recently started four new staff members at the Central Library. They are:

Hilary Dakin – part-time library clerk
Hetty Park – part-time library clerk
Denisa Budean – part-time library page
Autumn Durand – part-time library page

The quarterly training session for all of the Library clerks was held the last week of January. This session included an informational presentation on the Passport operations, training on the use of the City's new credit card acceptance system, and a discussion on homelessness.

DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR

Branches

Programs at the branches included Legos at Mariners, "Loveable crafts" at CDM and fun activities and crafts with a Monsters, Inc. theme at Balboa. Furniture for Balboa, purchased with funds donated by the Foundation, began arriving in January. This definitely spruced up the adult reading area. Chairs with arms for tablets and laptops have proved to be especially popular.

In mid-January, Heather Hart, the Branch Librarian at Mariners, gave her official notice to resign from her position effective Friday, March 13. Heather has been with the Library since 2006 and been the Branch Librarian since 2008. Heather plans to travel in Europe for several weeks before settling down to any definite career plans. Heather will be greatly missed. Library Admin is already working with HR to begin the recruitment process to fill the position.

Youth Services

A Craft-o-Rama program at Central gave participants the opportunity to make a wide variety of fun and interesting crafts. Staff from Youth Services attended the SLS sponsored Performers Showcase on January 22. This event provides a venue for libraries to select performers for programs and other events, particularly Summer Reading Program.

Teen Services

YAAC members discussed programming and the CD collection for the Teen Center among other topics at their January meeting. Joanna and Allen also hosted an old-fashioned board game night on January 22.

NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR

Media Lab Open House

On Thursday January 15th, the staff hosted a Media Lab Open House. The sessions, from 10:00AM-12:00PM and 4:00PM-6:00PM, included an overview of the various software and hardware featured in the Media Lab. Librarians Andy Kachaturian Allen Kesinger and Library Assistant Greg Johnson spoke at length about the conversion equipment, the Sound Lab and equipment, and the Tuesdays @ 2 classes. Several design students from the Laguna School of Art and Design were on-hand to demonstrate their use of the software. Marketing Specialist Katherine Mielke promoted a user survey while light refreshments were served in order to determine what customers would like to see in the Media Lab. Over 150 people attended the two sessions.

Medicine in Your Own Backyard

A capacity crowd attended the lecture featuring Dr. Claudia Kawas. She presented the findings from the fascinating 90+ study, which was featured on 60 Minutes. In 2003, UCI began studying the oldest-old, the fastest growing age group in the United States, Dr. Kawas discussed the latest findings including factors associated with longevity as well as delving into questions like what makes people live to age 90 and beyond.

Beyond the Canvas: Mary Cassat

A capacity crowd attended the art lecture hosted by award-winning professor Jacqueline Hahn. This month's event focused on Mary Cassatt and her contributions to the art world

StoryCorps at Your Library Grant

Library Assistant Susan Groux prepared a grant proposal detailing why the Newport Beach Public Library is positioned to host this renowned program. Recipients of the grant will receive recording equipment, training, and interview formats in order to record and archive oral histories. The grant proposal focused on Newport Beach evoking positive memories for visitors and residents alike since its founding. Several of the StoryCorps interviews have been featured on NPR's Morning Edition as well.

Proquest Articles Retrieved

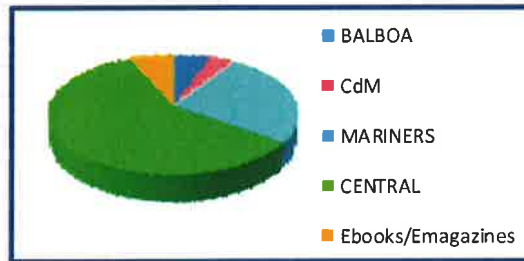
| | July | Aug | Sept | Oct | Nov | Dec | Jan | AVG. |
|------------------------|------|------|------|------|------|------|------|------|
| Business Databases | 299 | 1151 | 400 | 566 | 628 | 539 | 497 | 583 |
| Newspapers--Current | 995 | 1535 | 3004 | 1622 | 1234 | 910 | 597 | 1414 |
| Newspapers--Historical | 3831 | 2824 | 2142 | 2145 | 2497 | 2639 | 2368 | 2635 |
| Magazines | 43 | 56 | 86 | 50 | 90 | 84 | 39 | 64 |

| Database FY Comparisons | YTD 14/15 | YTD 13/14 | JUL 2014 | AUG 2014 | SEP 2014 | OCT 2014 | NOV 2014 | DEC 2014 | JAN 2015 | YTD 14/15 |
|-------------------------------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Tracked by #searches | | | | | | | | | | |
| Ancestry | 8310 | 7731 | 1015 | 1116 | 772 | 2036 | 1586 | 865 | 920 | 8310 |
| A to Z Databases | 1884 | X | X | 264 | 394 | 346 | 385 | 285 | 210 | 1884 |
| BioResCtr* | 586 | 514 | 22 | 58 | 156 | 101 | 56 | 81 | 112 | 586 |
| FoF Ancient Hist | 298 | 269 | 35 | 3 | 149 | 32 | 33 | 29 | 17 | 298 |
| GDL | 152 | 164 | 21 | 20 | 10 | 60 | 10 | 0 | 31 | 152 |
| GVRL | 941 | 639 | 41 | 34 | 463 | 154 | 84 | 46 | 119 | 941 |
| HeritageQuest | 3643 | 5963 | 841 | 481 | 496 | 255 | 507 | 401 | 662 | 3643 |
| Kids InfoBits | 75 | 154 | 6 | 6 | 15 | 17 | 5 | 5 | 21 | 75 |
| LitResCtr | 709 | 689 | 60 | 30 | 139 | 113 | 132 | 112 | 123 | 709 |
| Opposing Vpts* | 1006 | 531 | 51 | 23 | 72 | 117 | 431 | 267 | 45 | 1006 |
| Nat Geo | 139 | 144 | 21 | 10 | 46 | 16 | 9 | 21 | 16 | 139 |
| Nat Geo Kids | 16 | 58 | 0 | 4 | 2 | 0 | 4 | 5 | 1 | 16 |
| NovelList | 1267 | 1134 | 219 | 162 | 184 | 219 | 131 | 169 | 183 | 1267 |
| NovelList K-8 | 502 | 324 | 70 | 20 | 66 | 236 | 55 | 35 | 20 | 502 |
| ProQuest | 18485 | 20177 | 2544 | 2692 | 3277 | 2208 | 2807 | 2684 | 2273 | 18485 |
| Ref USA Bus. | 16388 | 23718 | 2261 | 2998 | 2627 | 2230 | 2100 | 1915 | 2257 | 16388 |
| Ref USA Res.* | 1079 | 736 | 222 | 150 | 105 | 286 | 64 | 63 | 189 | 1079 |
| Tumblebooks | 6063 | 8487 | 493 | 365 | 665 | 1215 | 1212 | 1283 | 830 | 6063 |
| World Book Online | 383 | 624 | 8 | 6 | 92 | 87 | 43 | 77 | 70 | 383 |
| Tracked by #sessions | | | | | | | | | | |
| Cypress Resume | 69 | 95 | 9 | 25 | 7 | 5 | 7 | 10 | 6 | 69 |
| LiveHomework | 119 | 207 | 13 | 4 | 12 | 32 | 27 | 18 | 13 | 119 |
| Testing & EdRefCtr | 281 | 361 | 59 | 34 | 48 | 35 | 45 | 32 | 28 | 281 |
| Universal Class | 374 | 416 | 92 | 47 | 36 | 32 | 19 | 57 | 91 | 374 |
| Tracked by #page views | | | | | | | | | | |
| CultureGrams | 1401 | 1398 | 35 | 89 | 874 | 108 | 172 | 49 | 74 | 1401 |
| Morningstar | 37410 | 35556 | 5150 | 6000 | 5276 | 5340 | 5340 | 5121 | 5183 | 37410 |
| NetAdvantage | 24942 | 11702 | 5862 | 7445 | | 5215 | 2198 | 2103 | 2119 | 24942 |
| RealQuest | 7615 | 5009 | 131 | 83 | 372 | 6360 | 242 | 333 | 94 | 7615 |
| Rocket Languages | 412 | 338 | 169 | 45 | 50 | 19 | 14 | 45 | 70 | 412 |
| Value Line | 74480 | 170921 | 8751 | 9053 | 9932 | 10463 | 12119 | 11408 | 12754 | 74480 |

NEWPORT BEACH PUBLIC LIBRARY - JANUARY 2015

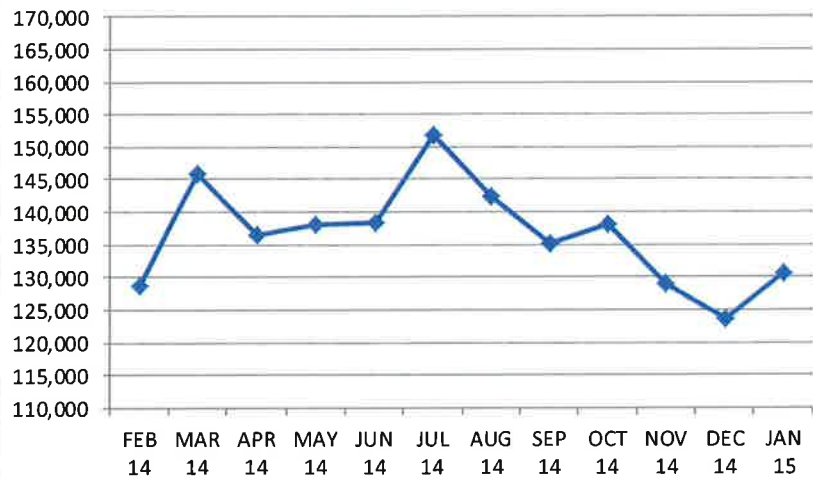
CIRCULATION CURRENT

| | Jan-15 | YTD 14/15 | YTD 13/14 |
|-------------------|----------------|----------------|------------------|
| BALBOA | 7,279 | 51,780 | 61,164 |
| CdM | 4,809 | 36,347 | 41,633 |
| MARINERS | 33,599 | 241,816 | 248,748 |
| CENTRAL | 76,377 | 561,105 | 599,553 |
| Ebooks/Emagazines | 8,492 | 59,746 | 50,716 |
| TOTAL | 130,556 | 950,794 | 1,001,814 |



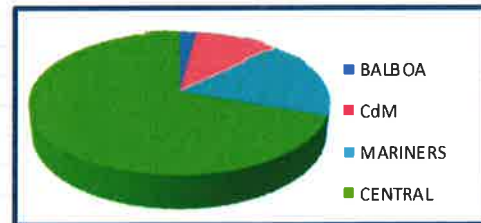
12 Month Comparison

| | |
|--------------|------------------|
| FEB 14 | 128,733 |
| MAR 14 | 146,050 |
| APR 14 | 136,617 |
| MAY 14 | 138,226 |
| JUN 14 | 138,412 |
| JUL 14 | 151,739 |
| AUG 14 | 142,418 |
| SEP 14 | 135,153 |
| OCT 14 | 138,156 |
| NOV 14 | 129,009 |
| DEC 14 | 123,763 |
| JAN 15 | 130,556 |
| TOTAL | 1,638,832 |



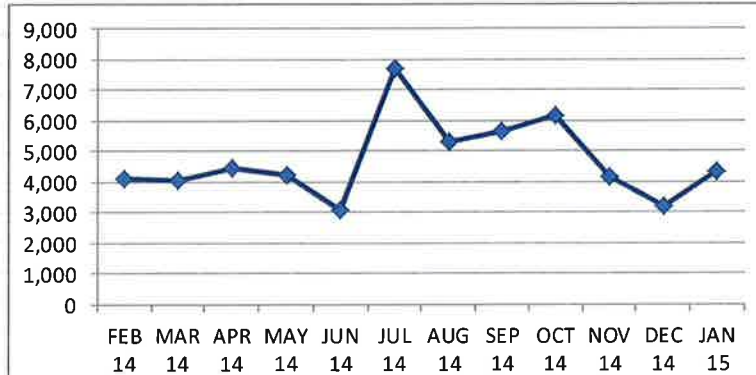
PROGRAM ATTENDANCE CURRENT

| | Jan-15 | YTD 14/15 | YTD 13/14 |
|--------------|--------------|---------------|---------------|
| BALBOA | 91 | 602 | 1,797 |
| CdM | 465 | 4,204 | 4,331 |
| MARINERS | 757 | 5,593 | 5,269 |
| CENTRAL | 2,992 | 26,059 | 18,700 |
| TOTAL | 4,305 | 36,458 | 30,097 |



12 Month Comparison

| | |
|--------------|---------------|
| FEB 14 | 4,107 |
| MAR 14 | 4,056 |
| APR 14 | 4,458 |
| MAY 14 | 4,201 |
| JUN 14 | 3,058 |
| JUL 14 | 7,706 |
| AUG 14 | 5,326 |
| SEP 14 | 5,619 |
| OCT 14 | 6,153 |
| NOV 14 | 4,180 |
| DEC 14 | 3,169 |
| JAN 15 | 4,305 |
| TOTAL | 56,338 |

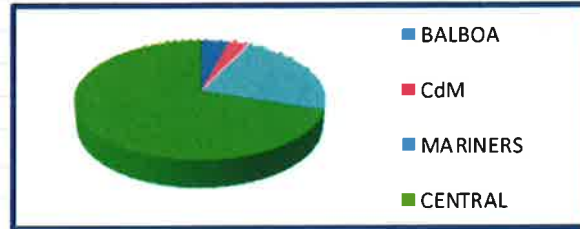


NEWPORT BEACH PUBLIC LIBRARY - JANUARY 2015

CUSTOMERS SERVED IN THE LIBRARY

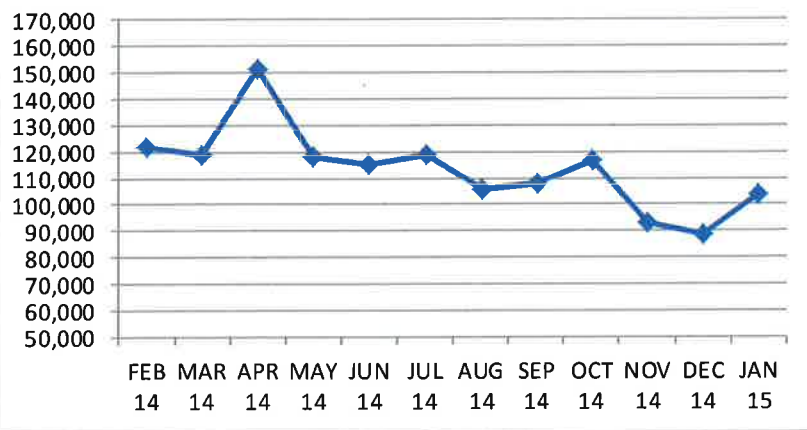
CURRENT

| | Jan-15 | YTD 14/15 | YTD 13/14 |
|--------------|----------------|----------------|----------------|
| BALBOA | 4,331 | 32,509 | 36,490 |
| CdM | 3,200 | 24,539 | 27,926 |
| MARINERS | 23,831 | 173,762 | 158,506 |
| CENTRAL | 72,411 | 504,725 | 550,482 |
| TOTAL | 103,773 | 735,535 | 773,404 |



12 Month Comparison

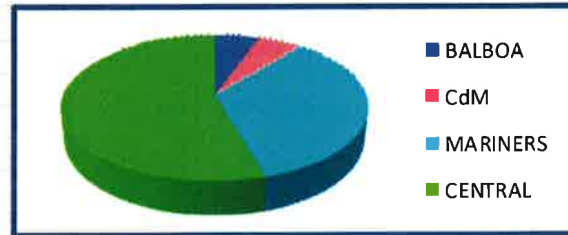
| | |
|--------------|------------------|
| FEB 14 | 121,995 |
| MAR 14 | 119,245 |
| APR 14 | 151,515 |
| MAY 14 | 118,276 |
| JUN 14 | 115,406 |
| JUL 14 | 119,069 |
| AUG 14 | 105,858 |
| SEP 14 | 108,480 |
| OCT 14 | 116,853 |
| NOV 14 | 92,770 |
| DEC 14 | 88,732 |
| JAN 15 | 103,773 |
| TOTAL | 1,361,972 |



REFERENCE

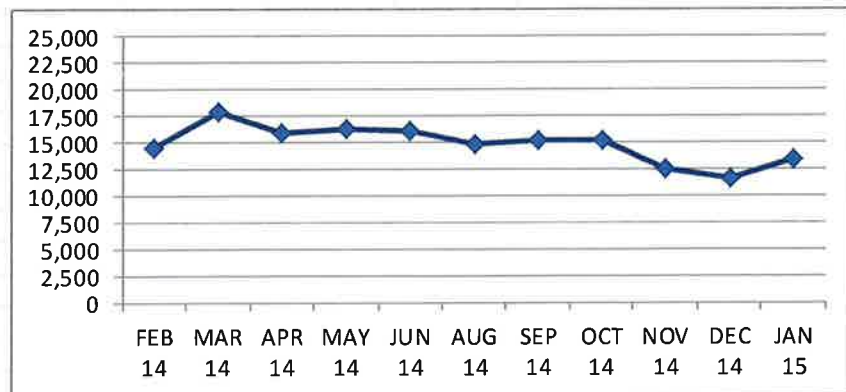
CURRENT

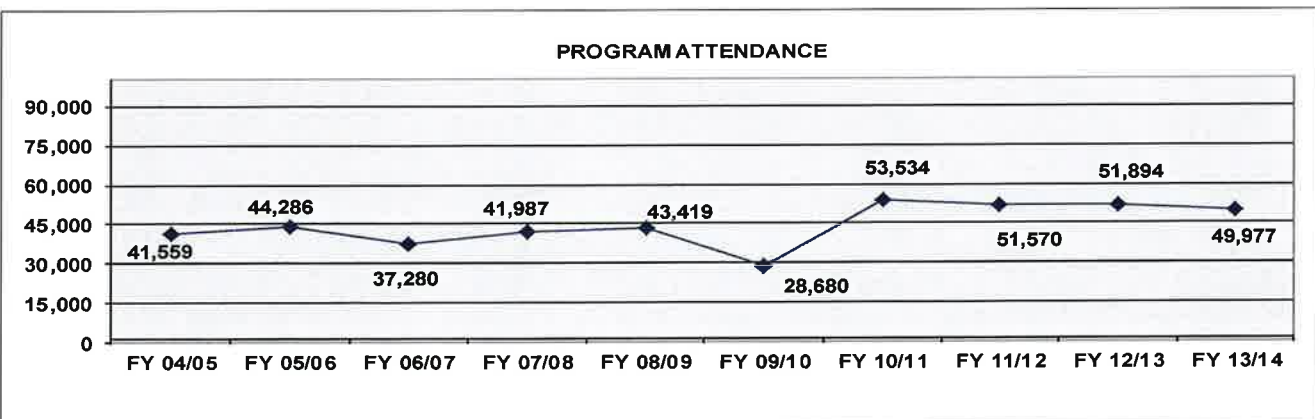
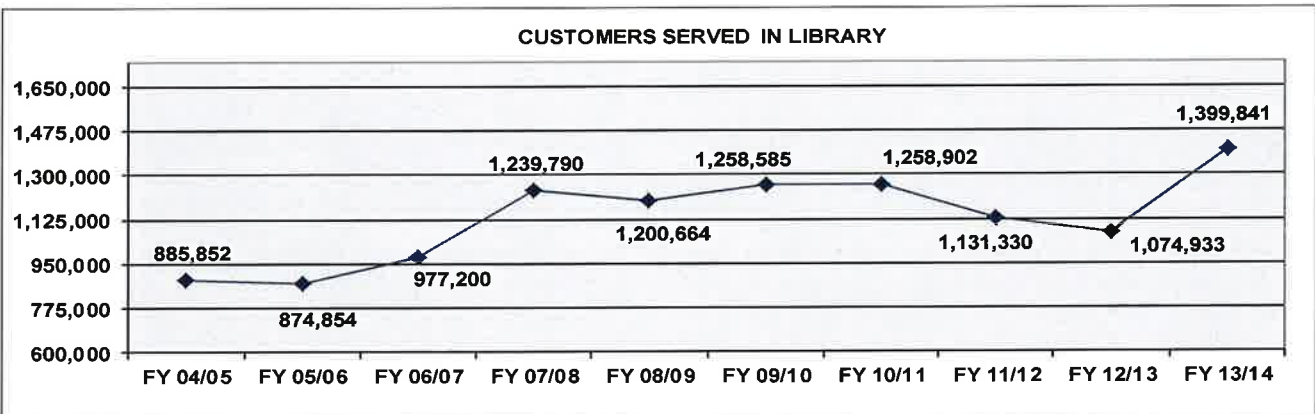
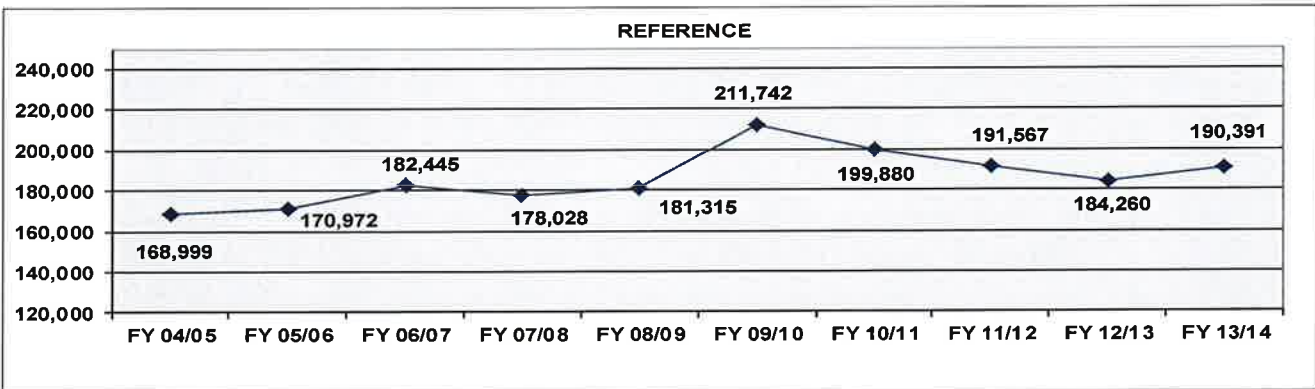
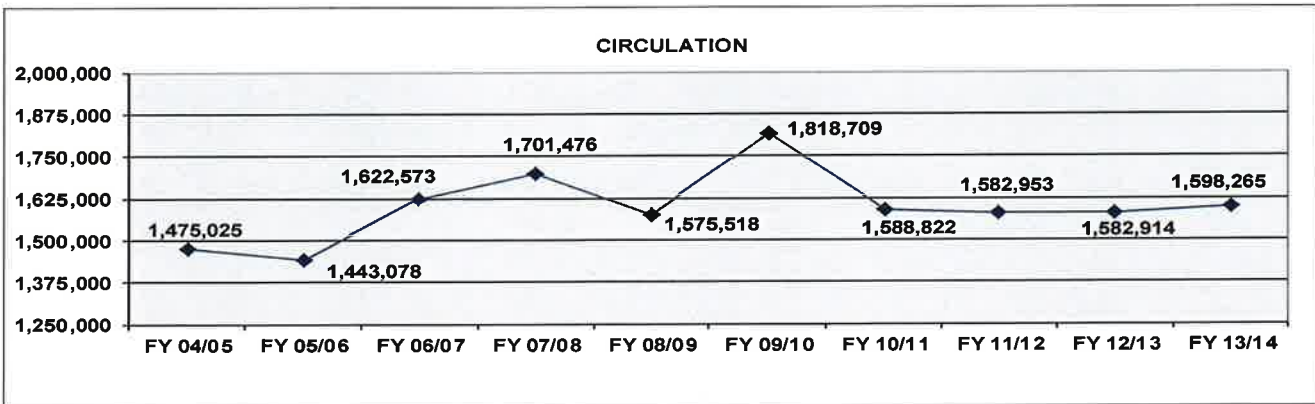
| | Jan-15 | YTD 14/15 | YTD 13/14 |
|--------------|---------------|---------------|----------------|
| BALBOA | 742 | 5,553 | 4,648 |
| CdM | 756 | 4,578 | 5,136 |
| MARINERS | 4,582 | 35,095 | 34,379 |
| CENTRAL | 7,278 | 53,312 | 65,745 |
| TOTAL | 13,358 | 98,538 | 109,908 |



12 Month Comparison

| | |
|--------------|----------------|
| FEB 14 | 14,424 |
| MAR 14 | 17,862 |
| APR 14 | 15,850 |
| MAY 14 | 16,290 |
| JUN 14 | 16,087 |
| AUG 14 | 14,905 |
| SEP 14 | 15,184 |
| OCT 14 | 15,250 |
| NOV 14 | 12,598 |
| DEC 14 | 11,672 |
| JAN 15 | 13,358 |
| TOTAL | 163,480 |





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SUNGARD PENTAMATION
DATE: 02/10/2015
TIME: 10:34:18

CITY OF NEWPORT BEACH
EXPENDITURE STATUS REPORT

PAGE NUMBER: 1
EXPSTA11

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key_orgn between '4010' and '4060'
ACCOUNTING PERIOD: 7/15

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT
TOTALED ON: DEPARTMENT,1ST SUBTOTAL
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
1ST SUBTOTAL-700 SALARIES & BENEFITS

| ACCOUNT | TITLE | BUDGET | PERIOD EXPENDITURES | ENCUMBRANCES OUTSTANDING | YEAR TO DATE EXP | AVAILABLE BALANCE | YTD/ BUD |
|-------------------------------------|---------------------------|--------------|------------------------|-----------------------------|---------------------|----------------------|-------------|
| 7000 | SALARIES - MISC | 2,602,514.40 | 195,609.72 | .00 | 1,559,983.24 | 1,042,531.16 | 59.94 |
| 7020 | SALARIES - PART TIME | 350,484.67 | 33,415.02 | .00 | 285,462.29 | 65,022.38 | 81.45 |
| 7030 | SALARIES - SEASONAL | 531,289.19 | 20,217.75 | .00 | 150,821.56 | 380,467.63 | 28.39 |
| 7040 | OVERTIME, MISC & 1/2 TIM | 1,883.00 | 218.13 | .00 | 1,248.52 | 634.48 | 66.30 |
| 7062 | NIGHT DIFF, MISC | 10,262.52 | 617.75 | .00 | 5,903.50 | 4,359.02 | 57.52 |
| 7110 | CAR ALLOWANCE | 4,800.00 | 369.24 | .00 | 2,953.92 | 1,846.08 | 61.54 |
| 7114 | CELL PHONE STIPEND EXP | 3,000.40 | 230.80 | .00 | 1,846.40 | 1,154.00 | 61.54 |
| 7210 | HEALTH/DENTAL/VISION FT | 719,169.08 | 54,253.76 | .00 | 412,370.90 | 306,798.18 | 57.34 |
| 7211 | HEALTH/DENTAL/VISION PT | 6,000.00 | 3,144.02 | .00 | 27,985.19 | -21,985.19 | 466.42 |
| 7223 | ANNUAL OPEB COST | 133,135.11 | 11,094.60 | .00 | 77,662.20 | 55,472.91 | 58.33 |
| 7227 | RHS \$2.50 CONTRIB | 28,499.90 | 2,199.24 | .00 | 22,997.23 | 5,502.67 | 80.69 |
| 7290 | LIFE INSURANCE | 3,881.36 | 324.25 | .00 | 2,226.70 | 1,654.66 | 57.37 |
| 7295 | EMP ASSISTANCE PROGRAM | 874.46 | 77.14 | .00 | 516.45 | 358.01 | 59.06 |
| 7370 | WORKERS' COMP, MISC | 69,174.00 | 5,764.50 | .00 | 40,351.50 | 28,822.50 | 58.33 |
| 7373 | COMPENSATED ABSENCES | 91,088.00 | 7,590.67 | .00 | 53,134.69 | 37,953.31 | 58.33 |
| 7425 | MEDICARE FRINGES | 50,060.29 | 3,933.54 | .00 | 31,386.02 | 18,674.27 | 62.70 |
| 7439 | PERS MISC EE CNTRBN | 226,909.33 | 16,804.34 | .00 | 131,412.33 | 95,497.00 | 57.91 |
| 7440 | PERS MISC ER CNTRBN | 268,376.91 | 19,029.70 | .00 | 149,421.63 | 118,955.28 | 55.68 |
| 7445 | MISC RETIRE CONTRIB | -314,869.23 | -22,931.67 | .00 | -172,029.19 | -142,840.04 | 54.64 |
| 7446 | UNFUNDED LIABILITY-MISC | 320,691.74 | 19,991.22 | .00 | 162,140.62 | 158,551.12 | 50.56 |
| 7460 | RETIREMENT PART TIME/TEM | 19,923.34 | 1,447.05 | .00 | 11,400.19 | 8,523.15 | 57.22 |
| | TOTAL SALARIES & BENEFITS | 5,127,148.47 | 373,400.77 | .00 | 2,959,195.89 | 2,167,952.58 | 57.72 |
| 1ST SUBTOTAL-800 OPERATING EXPENSES | | | | | | | |
| 8010 | ADVERT & PUB RELATIONS | 12,783.00 | .00 | .00 | 11,163.46 | 1,619.54 | 87.33 |
| 8012 | PROGRAMMING | 11,000.00 | .00 | .00 | 2,155.39 | 8,844.61 | 19.59 |
| 8020 | AUTOMOTIVE SERVICE | 6,000.00 | .00 | .00 | 1,296.61 | 4,703.39 | 21.61 |
| 8022 | EQUIP MAINT ISF | 7,725.19 | 643.77 | .00 | 4,506.39 | 3,218.80 | 58.33 |
| 8024 | VEHICLE REPLACE ISF | 5,492.40 | 457.70 | .00 | 3,203.90 | 2,288.50 | 58.33 |
| 8030 | MAINT & REPAIR - EQUIP | 12,700.00 | .00 | .00 | 1,006.20 | 11,693.80 | 7.92 |
| 8031 | MAINTENANCE - COPIERS | 4,000.00 | .00 | .00 | 1,076.38 | 2,923.62 | 26.91 |
| 8033 | PRINTER MAINT/SUPPLIES | 4,000.00 | .00 | .00 | .00 | 4,000.00 | .00 |
| 8040 | MAINT & REPAIR - BUILDIN | 108,900.00 | 11,885.87 | .00 | 80,340.47 | 28,559.53 | 73.77 |
| 8050 | PSTGE,FREIGHT,EXPRESS NO | 12,000.00 | 616.31 | .00 | 4,733.14 | 7,266.86 | 39.44 |
| 8060 | PUBLICATIONS & DUES NOC | 8,000.00 | 1,273.00 | .00 | 1,572.00 | 6,428.00 | 19.65 |
| 8070 | RENTAL/PROP & EQUIP NOC | 400.00 | 40.17 | .00 | 158.86 | 241.14 | 39.72 |
| 8080 | SERVICES-PROF & TECH NO | 3,000.00 | 162.00 | .00 | 2,067.40 | 932.60 | 68.91 |
| 8081 | SERVICES - JANITORIAL | 113,500.00 | 7,871.85 | .00 | 55,606.10 | 57,893.90 | 48.99 |
| 8086 | SERVCS-OTHER PRINT VEND | 2,000.00 | .00 | .00 | 254.40 | 1,745.60 | 12.72 |
| 8089 | SVCS-CITY PRINT CONTRACT | 1,488.00 | 45.58 | .00 | 226.48 | 1,261.52 | 15.22 |
| 8100 | TRAVEL & MEETINGS NOC | 8,125.00 | 224.15 | .00 | 316.34 | 7,808.66 | 3.89 |
| 8105 | TRAINING | 8,000.00 | .00 | .00 | 85.79 | 7,914.21 | 1.07 |
| 8112 | UTILITIES - TELEPHONE | 5,425.00 | 784.15 | .00 | 3,076.72 | 2,348.28 | 56.71 |
| 8114 | UTILITIES - NATURAL GAS | 12,850.00 | 2,222.47 | .00 | 5,525.59 | 7,324.41 | 43.00 |
| 8116 | UTILITIES - ELECTRICITY | 208,900.00 | 15,857.64 | .00 | 151,582.53 | 57,317.47 | 72.56 |
| 8118 | UTILITIES - WATER | 20,500.00 | 643.72 | .00 | 10,036.60 | 10,463.40 | 48.96 |

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SUNGARD PENTAMATION
DATE: 02/10/2015
TIME: 10:34:18

CITY OF NEWPORT BEACH
EXPENDITURE STATUS REPORT

PAGE NUMBER: 2
EXPSTA11

SELECTION CRITERIA: orgn.orgn2='4000' and expledgr.key_orgn between '4010' and '4060'
ACCOUNTING PERIOD: 7/15

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES
1ST SUBTOTAL-800 OPERATING EXPENSES

| ACCOUNT | TITLE | BUDGET | PERIOD EXPENDITURES | ENCUMBRANCES OUTSTANDING | YEAR TO DATE EXP | AVAILABLE BALANCE | YTD/ BUD |
|---------------------------------|--------------------------|--------------|------------------------|-----------------------------|---------------------|----------------------|-------------|
| 8140 | SUPPLIES- OFFICE NOC | 24,300.00 | 2,877.15 | .00 | 14,247.63 | 10,052.37 | 58.63 |
| 8143 | OFFICE SUPPLIES-CHILD PR | 2,650.00 | 100.12 | .00 | 566.30 | 2,083.70 | 21.37 |
| 8144 | SUPPLIES- COPY MACHINE | 13,220.00 | -179.27 | .00 | 3,514.21 | 9,705.79 | 26.58 |
| 8150 | SUPPLIES- JANITORIAL NOC | 27,050.00 | 2,784.39 | .00 | 17,620.51 | 9,429.49 | 65.14 |
| 8160 | MAINT & REPAIR NOC | 7,000.00 | 819.08 | .00 | 1,445.21 | 5,554.79 | 20.65 |
| 8200 | SPECIAL DEPT SUPPLIES NO | 15,500.00 | 400.00 | .00 | 4,926.53 | 10,573.47 | 31.78 |
| 8204 | UNIFORM EXPENSE | 200.00 | 9.48 | .00 | 176.94 | 23.06 | 88.47 |
| 8260 | LIBRARY MATERIALS | 622,109.02 | 21,583.36 | 24.02 | 449,544.45 | 172,540.55 | 72.27 |
| 8311 | HARDWARE-MONITOR/PRINTER | 3,500.00 | .00 | .00 | 511.19 | 2,988.81 | 14.61 |
| 8318 | IT ISF OPERATING CHARGE | 359,615.48 | 29,967.96 | .00 | 209,775.72 | 149,839.76 | 58.33 |
| 8319 | IT ISF STRATEGIC CHARGE | 132,630.28 | 11,052.52 | .00 | 77,367.64 | 55,262.64 | 58.33 |
| 8340 | GENERAL INSURANCE | 103,335.00 | 8,611.25 | .00 | 60,278.75 | 43,056.25 | 58.33 |
| 8716 | SPECIAL EVENT LIABILITY | 3,500.00 | 677.00 | .00 | 1,604.60 | 1,895.40 | 45.85 |
| | TOTAL OPERATING EXPENSES | 1,891,398.37 | 121,431.42 | 24.02 | 1,181,570.43 | 709,803.92 | 62.47 |
| 1ST SUBTOTAL-900 CAPITAL OUTLAY | | | | | | | |
| 9000 | OFFICE EQUIPMENT | 2,000.00 | .00 | .00 | .00 | 2,000.00 | .00 |
| | TOTAL CAPITAL OUTLAY | 2,000.00 | .00 | .00 | .00 | 2,000.00 | .00 |
| | TOTAL LIBRARY SERVICES | 7,020,546.84 | 494,832.19 | 24.02 | 4,140,766.32 | 2,879,756.50 | 58.98 |
| TOTAL REPORT | | 7,020,546.84 | 494,832.19 | 24.02 | 4,140,766.32 | 2,879,756.50 | 58.98 |

BOARD OF LIBRARY TRUSTEES MONITORING LIST

| Previously Scheduled Agenda Date | AGENDA ITEM | Suggested Scheduled Agenda Date |
|----------------------------------|---|---------------------------------|
| Ongoing | Review / Possible Revisions to the City Council Policies for the Library (ongoing) | Ongoing |
| Ongoing | Corona del Mar Branch Project Update | Ongoing |
| Jan 20, 2015 | Annual Budget Update | Feb 17, 2015 |
| Oct 07, 2013 | Review of Library Expansion Donor Wall Naming / NBPL Foundation | Feb 17, 2015 |
| Nov 04, 2013 | Arts & Cultural Update | Feb 17, 2015 |
| Feb 3, 2014 | Downloadable Services | Feb 17, 2015 |
| Mar 3, 2014 | Branch Update - Balboa | Mar 16, 2015 |
| Dec 02, 2013 | Media Suite Update | Mar 16, 2015 |
| Nov 04, 2013 | Library Material Selection | Mar 16, 2015 |
| Apr 7, 2014 | Marketing Update | Apr 20, 2015 |
| Jun 16, 2014 | Branch Update - Corona del Mar | Jun 20, 2015 |
| Jul 21, 2014 | Election of Board of Library Trustees Officers/Trustee Liaisons | Jul 20, 2015 |
| Jul 21, 2014 | Statistical Comparison Report of Peer Libraries/Meeting Spaces (Previous report up to 2012) | Jul 20, 2015 |
| Jul 21, 2014 | Proposed Library Closures for Winter Holidays 2015 | Jul 20, 2015 |
| Aug 18, 2014 | Information Technology Update | Aug 17, 2015 |
| Sep 22, 2014 | Branch Update - Mariners | Sep 21, 2015 |
| Sep 22, 2014 | Children Services Update | Sep 21, 2015 |
| Sep 22, 2014 | Newport Beach Public Library Website & Social Networking Update | Sep 21, 2015 |
| Oct 20, 2014 | Review of Library Capital Improvements and/or Capital Outlay Needs | Oct 19, 2015 |
| Nov 17, 2014 | Literacy Program Update | Nov 16, 2015 |
| Dec 15, 2014 | Review Holidays / Meeting Schedule | |
| Dec 15, 2014 | Adult and Reference Services Update (Every May and November) | |
| Jan 20, 2015 | Critical Review of Online Database Resources & Services / Database Usage Report | |

02/03/2015

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TO: LIBRARY BOARD OF TRUSTEES

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3819, thetherton@newportbeachca.gov

PREPARED BY: Melissa Kelly, Library Support Services

TITLE: 2015-2016 Proposed Budget for Library Services

Section 708. Board of Library Trustees. Powers and Duties.

There shall be a Board of Library Trustees consisting of five members which shall have the power and duty to:

(c) Consider the annual budget for library purposes during the process of its preparation and make recommendations with respect thereto to the City Council and City Manager.

In response to the above mentioned charter statement, staff has met with Board sub-committee members, John Prichard and Jerry King, to discuss the Library's budget needs and the City's budget protocols. Based on those meetings staff presented an oral report to the Board at the January meeting. The Board tabled the vote to approve the budget at that meeting since the salary and benefit figures had not been released by the City's Finance Department. The attached updated documents include the salary and benefit figures and are being presented with a request for the Board to approve the proposed budget and to forward it to the City for inclusion in the 2015-2016 budget considerations.

Attachments:

- Proposed budget for the Library and Arts
- Graphs and tables showing a comparison of the data
- Proposed request for supplemental funding
- Library Services Performance Plan for 2015-2016 (formatting & graphics to be input by City Office of Budget Management)

LIBRARY & ARTS

| | 2014 | 2015 | 2016 | Variance |
|------------------------------------|-----------|-----------|-----------|-----------------------|
| SALARIES & BENEFITS | ADOPTED | ADOPTED | DEPT-BASE | 2015 vs 2016 |
| 7000 SALARIES - MISC | 2,602,528 | 2,602,514 | 2,694,717 | 92,203 |
| 7020 SALARIES - PART TIME | 613,498 | 306,485 | 171,894 | ¹ -134,591 |
| 7030 SALARIES - SEASONAL | 203,622 | 531,289 | 559,176 | 27,887 |
| 7040 OT, MISC & 1/2 TIME | 1,883 | 1,883 | 1,883 | 0 |
| 7062 NIGHT DIFF, MISC | 10,050 | 10,263 | 10,263 | 0 |
| 7066 BILINGUAL PAY | 1,800 | 0 | 0 | 0 |
| 7110 CAR ALLOWANCE | 4,800 | 4,800 | 4,800 | 0 |
| 7114 CELL PHNE STIPND EXP | 3,000 | 3,000 | 5,761 | ² 2,761 |
| 7999 PAYROLL ACCRUAL EXPEN | 0 | 0 | 0 | 0 |
| 7210 HLTH/DNTAL/VISON FT | 673,104 | 719,169 | 761,978 | 42,809 |
| 7211 HLTH/DNTAL/VISON PT | 0 | 0 | 0 | 0 |
| 7223 ANNUAL OPEB COST | 130,387 | 133,135 | 112,787 | -20,348 |
| 7227 RHS \$2.50 CONTRIB | 40,873 | 28,500 | 29,130 | 630 |
| 7290 LIFE INSURANCE | 3,771 | 3,881 | 3,988 | 107 |
| 7295 EMP ASSIST PRGM | 848 | 874 | 926 | 52 |
| 7370 WORKERS' COMP, MISC | 69,174 | 69,174 | 69,174 | 0 |
| 7373 COMPSNTED ABSNCES | 91,088 | 91,088 | 94,315 | 3,227 |
| 7425 MEDICARE FRINGES | 48,300 | 50,060 | 49,850 | -210 |
| 7439 PERS MBR CNTRBN MISC | 32,368 | 226,909 | 228,792 | 1,883 |
| 7440 PERS ER CNTRBN MISC | 449,089 | 265,877 | 231,859 | -34,018 |
| 7445 EE RET CNTRBN MISC | 0 | -314,869 | -355,656 | -40,787 |
| 7446 PERS UNFND LIAB MISC | 0 | 320,692 | 702,589 | ³ 381,897 |
| 7460 RETRMNT PT/TEMP | 19,917 | 19,923 | 20969 | 1,046 |
| Total Salaries and Benefits | 5,000,100 | 5,074,648 | 5,399,195 | 324,547 |
| OPERATING EXPENSES | | | | |
| 8010 ADVRT&PUB RELATNS | 6,000 | 6,000 | 6,000 | 0 |
| 8012 PROGRAMMING | 30,000 | 41,500 | 41,500 | 0 |
| 8020 AUTOMOTIVE SERVICE | 6,000 | 6,000 | 4,000 | -2,000 |
| 8022 EQUIP MAINT ISF | 7,061 | 7,725 | 8,037 | 312 |
| 8024 VEHICLE REPLACE ISF | 5,492 | 5,492 | 5,492 | 0 |
| 8030 MAINT&REPAR - EQUIP | 12,600 | 12,700 | 12,600 | -100 |
| 8031 MAINT-COPIERS | 4,000 | 4,000 | 4,000 | 0 |
| 8033 PRNTR MAINT/SUPLIES | 4,000 | 4,000 | 4,000 | 0 |
| 8040 MAINT&REPAIR - BLDG | 105,000 | 108,900 | 119,100 | 10,200 |
| 8050 PSTGE,FREIGHT,EXPRS | 15,000 | 12,000 | 10,000 | -2,000 |
| 8060 PUBLICATIONS & DUES | 7,850 | 8,850 | 6,350 | -2,500 |
| 8070 RENTAL/PROP & EQUIP | 400 | 400 | 400 | 0 |
| 8080 SERVICES-PROF & TECH | 43,564 | 168,000 | 43,500 | ⁴ -124,500 |

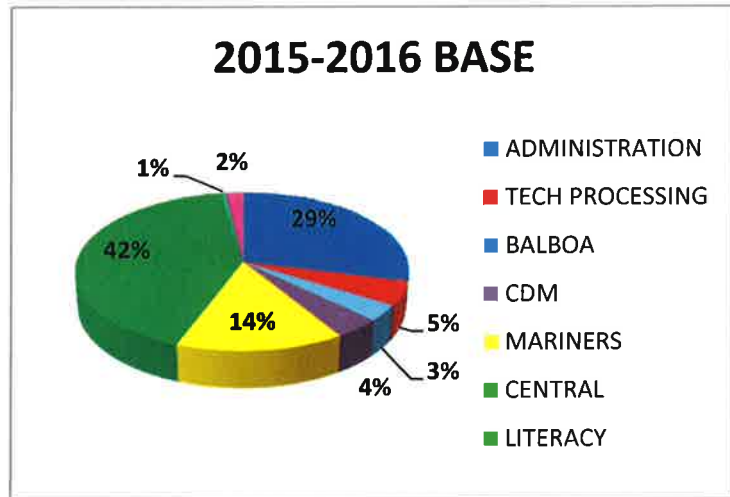
| | 2014 | 2015 | 2016 | Variance |
|-------------------------------------|----------------|----------------|------------------|---------------------|
| | ADOPTED | ADOPTED | DEPT-BASE | 2015 vs 2016 |
| 8081 SERVICES - JANITORIAL | 92,000 | 113,500 | 122,500 | 9,000 |
| 8086 SRVCS-OTHR PRNT VNR | 0 | 2,000 | 2,000 | 0 |
| 8089 SVCS-CTY PRT CNTRCT | 5,425 | 1,488 | 1,488 | 0 |
| 8100 TRAVEL & MEETINGS | 5,275 | 7,975 | 7,975 | 0 |
| 8105 TRAINING | 5,200 | 7,500 | 7,500 | 0 |
| 8112 UTILITIES - TELEPHONE | 5,425 | 5,425 | 6,000 | 575 |
| 8114 UTILITIES - NTRL GAS | 14,850 | 12,850 | 9,350 | -3,500 |
| 8116 UTILITIES - ELECTRICITY | 187,500 | 208,900 | 238,900 | 30,000 |
| 8118 UTILITIES - WATER | 18,400 | 20,500 | 19,300 | -1,200 |
| 8140 SUPPLIES- OFFICE NOC | 26,106 | 25,100 | 25,100 | 0 |
| 8143 OFF SUPP- CHILD PRGM | 2,650 | 2,650 | 2,650 | 0 |
| 8144 SUPP- COPY MACHNE | 12,220 | 13,220 | 13,070 | -150 |
| 8150 SUPPLIES- JANITORIAL | 26,050 | 27,050 | 27,050 | 0 |
| 8160 MAINT & REPAIR NOC | 8,740 | 7,240 | 5,440 | -1,800 |
| 8200 SPECIAL DEPT SUPPLIES | 15,500 | 15,500 | 15,500 | 0 |
| 8204 UNIFORM EXPENSE | 100 | 200 | 200 | 0 |
| 8254 CITY GRANTS | 40,000 | 40,000 | 40,000 | 0 |
| 8260 LIBRARY MATERIALS | 619,740 | 619,740 | 619,740 | 0 |
| 8311 HRDWRE-MNITR/PRNTR | 2,500 | 3,500 | 3,500 | 0 |
| 8318 IT ISF OPRATNG CHRGE | 309,971 | 367,529 | 367,529 | 0 |
| 8319 IT ISF STRATGIC CHRG | 87,669 | 136,215 | 136,215 | 0 |
| 8340 GENERAL INSURANCE | 111,054 | 111,054 | 111,054 | 0 |
| 8716 SPICAL EVNT LIABTY | 4,500 | 3,500 | 3,000 | -500 |
| Total Operating Expenses | 1,847,843 | 2,138,204 | 2,052,056 | -86,148 |
| 9000 OFFICE EQUIPMENT | 2,000 | 2,000 | 2,000 | 0 |
| Total Capital Outlay | 2,000 | 2,000 | 2,000 | 0 |
| Total Expenses | 6,849,944 | 7,214,852 | 7451235 | 236,383 |

Highlighted Changes

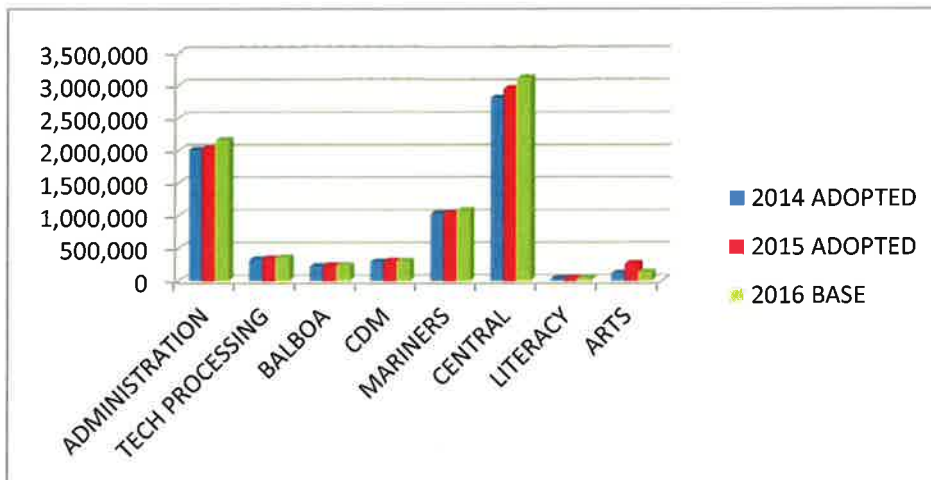
- 1 P/T positions filled at non-PERS levels
- 2 Added key personnel to program
- 3 City-wide financial decision
- 4 Sculpture Garden funding is not included in 2016 base

PROPOSED BUDGET FOR 2015-2016

| | 2015-2016 BASE |
|------------------------|---------------------------|
| ADMINISTRATION | 2,160,174 |
| TECH PROCESSING | 358,258 |
| BALBOA | 243,360 |
| CDM | 307,931 |
| MARINERS | 1,081,431 |
| CENTRAL | 3,119,678 |
| LITERACY | 43,245 |
| ARTS | 137,158 |
| TOTAL | 7,451,235 |

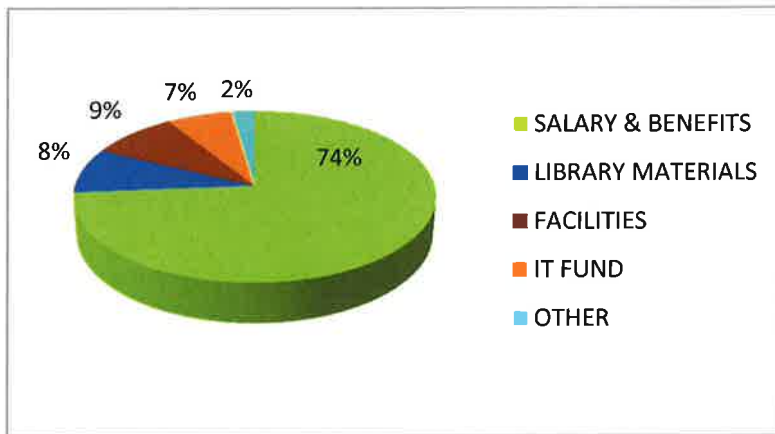


| | 2014 ADOPTED | 2015 ADOPTED | 2016 BASE |
|------------------------|-------------------------|-------------------------|----------------------|
| ADMINISTRATION | 2,010,335 | 2,031,055 | 2,160,174 |
| TECH PROCESSING | 326,616 | 343,182 | 358,258 |
| BALBOA | 227,791 | 238,056 | 243,360 |
| CDM | 293,659 | 301,446 | 307,931 |
| MARINERS | 1,029,480 | 1,041,275 | 1,081,431 |
| CENTRAL | 2,809,411 | 2,953,511 | 3,119,678 |
| LITERACY | 32,606 | 44,369 | 43,245 |
| ARTS | 120,045 | 261,957 | 137,158 |

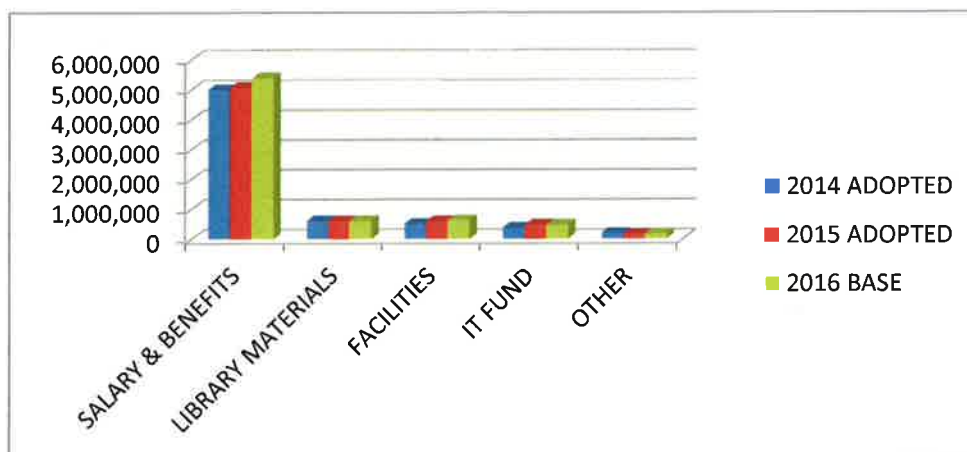


LIBRARY BUDGET without Arts

| | |
|-------------------|------------------|
| SALARY & BENEFITS | 5,399,195 |
| LIBRARY MATERIALS | 619,740 |
| FACILITIES | 645,150 |
| IT FUND | 480,746 |
| OTHER | 169,247 |
| TOTAL | 7,314,078 |



| | 2014 ADOPTED | 2015 ADOPTED | 2016 BASE |
|-------------------|-------------------------|-------------------------|----------------------|
| SALARY & BENEFITS | 5,000,101 | 5,074,648 | 5,399,195 |
| LIBRARY MATERIALS | 619,740 | 619,740 | 619,740 |
| FACILITIES | 517,437 | 608,150 | 645,150 |
| IT FUND | 388,624 | 480,746 | 480,746 |
| OTHER | 203,997 | 169,611 | 169,247 |



**SUPPLEMENTAL BUDGET REQUEST
FISCAL YEAR 2015-2016**

Library

| Item Description | How will this expenditure enhance services? | Division | Account | One-time expense or | Cost Estimate |
|--|--|----------|---------|---------------------|---------------|
| 5 Public Use Copiers - 2 for the Central Library and 1 each for the Branch Libraries | Copying is an expected Library Service. The current copiers were purchased in 2010 and need to be replaced. These machines would include equipment to accept copy payments in cash and by credit card. | 4010 | 9000 | One Time | 50,000.00 |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

TOTAL

50,000.00

Library Services

Mission Statement

To serve as the cultural, educational, and informational heart of the City.

Department Overview

The Library is a valuable resource which offers a diverse range of materials, information and programming for every age group in our community. Over one million people come into the libraries each year and many more use the on-line resources from their home, office or school.

Key Department Programs

- Public Services
 - ❖ Central Library
 - ❖ Donna and John Crean Mariners Branch Library
 - ❖ Corona del Mar Branch Library
 - ❖ Balboa Branch Library
- Library Administration
- Technical Processing
- Literacy Services
- Arts and Cultural Services

Goals

- Provide current materials and information that meet the varying needs of the community
- Deliver quality service to customers by providing accurate answers, timely responses and assistance
- Provide programming for audiences of all ages
- Provide literacy services to adults
- Support arts and cultural events and programming

Workload indicators

Service Indicators

Circulation

Customers Served in the Library

Reference Questions

Program Attendance

Programs

Public Service

Intended Outcome: To provide a range of materials, information and programs to meet the needs of customers of all ages.

Core Functions

- Serve customers at all locations
- Circulate books, magazines, movies and audio recordings Answer questions and assist customers in person, by phone and via email
- Provide 24/7 library services via eBranch
- Provide technology training and assistance to customers
- Provide access to a workspace equipped with technology and resources for customers to use in creating presentations, videos, web and graphic design.
- Plan and host programs for children, teens and adults throughout the year

Work Plan

The new design and layout of the Popular Library will be evaluated and refined as needed.

The RFID initiative will be completed by replacing the security gates at the west doors.

Library staff will proactively market the Media Lab and the creative opportunities it provides users.

Staff will provide training in the Media Lab on topics such as Photoshop, Pinterest and other popular or powerful media tools.

The Library will continue to enhance the Lab offerings and make them available to users.

Staff will evaluate collections, formats and services that best fill the needs of customers at each Library location.

Staff will continue to explore emerging digital media and increase the collection of eBooks and digital magazines to support the Library's eBranch services.

The Library will develop programming opportunities for customers of all ages.

The Library will continue to provide concierge service to Newport Coast and Oasis to serve the customers using those facilities.

Library Administration

Intended Outcome: To manage the successful operations of the Library system allowing the public service staff to focus on meeting the day to day needs of customers. To assess needs and plan accordingly in order to provide top quality services and resources to the community presently and going forward.

Core Functions:

- Provide support to the public, the staff, the Library Board of Trustees, the Arts Commission, the Friends of the Library, and the Library Foundation
- Set the course and direction of the organization with strong leadership
- Assess the needs of the community and plan for the future
- Provide support in the areas of personnel, record keeping and marketing
- Oversee the maintenance of the Library facilities
- Monitor the budget, financial planning and expenditures

Work Plan:

- Partner with Public Works to develop plans and build Corona Del Mar branch library
- Assist the support groups in maintaining their prominence and name recognition in the community
- Coordinate with IT to upgrade services through technology
- Provide staff training opportunities to keep up with technological advances and enhancements to Library service
- Provide quarterly and annual reports for the State Library to encourage re-establishment of State funding to local agencies
- Evaluate maintenance and furnishing needs for the Libraries

Technical Processing

Intended Outcome: To ensure that the libraries have new materials to fill the needs of customers.

Core Functions:

- Order, receive and process materials
- Process payments for materials
- Mend and maintain collections

Work Plan:

- Cross-train clerical staff for maximum employee flexibility
- Evaluate ordering processes to ensure that the most efficient and effective practices and vendors are used to meet the needs of customers
- Assess the workflow and update processes as appropriate
- Continue to cycle audio and video discs through a regular rotation of cleaning to ensure that materials are in good working order

Literacy Service

Intended Outcome: To provide tutoring for adult literacy learners.

Core Functions:

- Assess the needs of prospective learners
- Recruit and train literacy tutors
- Assist in community awareness
- Support Literacy Board Members

Work Plan:

- Use social media to spread the word of the Library Literacy program
- Work with tutors and learners to evaluate progress and establish a system of moving learners on to higher levels
- Explore new grant opportunities and sponsorships to ensure ongoing funding for the program
- Evaluate the new online tutor orientation and explore other areas of online training.
- Work with and leverage the talents and efforts of Newport Mesa Proliteracy Board.

Arts & Cultural Services

Intended Outcome: To support the City Arts Commission in carrying out their responsibilities

Core Functions:

- Arrange art exhibits for the City, including the annual juried art show
- Plan and execute programs and cultural arts events.
- Administer departmental grants

Work Plan:

- Provide the community with summer programming such as Shakespeare By the Sea and other outdoor performances and concerts
- Arrange fee-based tours to museums and exhibitions
- Coordinate musical performances at the Library

TO: Board of Library Trustees

FROM: Library Services Department
Tim Hetherton, Library Services Director
949-717-3810, thetherton@newportbeachca.gov

PREPARED BY: Tim Hetherton

TITLE: Display and Distribution of Materials in Library

RECOMMENDATION:

Staff recommends that the Board of Library Trustees approve the proposed revisions to the Public Giveaway policy.

DISCUSSION:

The Newport Beach Public Library makes available distribution and display shelves for making informational materials provided by various governmental agencies available to Library customers. The Library provides space at all locations for the display of these materials.

As stated last month, staff sought the input of the City Attorney's office in regard to the inclusion of language that would allow announcements of free of charge public events to be held in Newport Beach by 501(c)(3) non-profit organizations engaged in educational and cultural activities that support the Library's mission. The City Attorney's office advised that this language be removed on the basis that "educational and cultural activities" are difficult to define in the context of the Library's mission to support the informational, educational and recreational needs of the entire community. The underlying premise is that using the criteria of educational and cultural activities that support the Library's mission to include or exclude entities who wish to display materials is extremely subjective. As a result, the display and distribution shelves become a promotional platform for organizations whose ideas are considered non-controversial and safe for general public consumption.

The Library would find itself in the position of making a determination as to what constitutes an educational or cultural activity, and explaining why some organization's materials are included and those from others are excluded. These kinds of determinations are very different from the decisions Library staff make when using the collection development policy to select materials, which are based on the currency, scope, and authority of published materials, as well customer demand. As stated in Council Policy I-13, *Newport Beach Public Library Collection Development Policy*, the Library seeks to provide breadth and depth within the collection and various points of view. Providing display space for an event that is deemed acceptable over one considered inappropriate seemingly negates this policy.

The Library believes that the use of Library materials is an individual and private matter. All customers are free to select or reject materials for themselves; and they may not restrict the freedom of others to read or inquire. NBPL makes Information about any event or educational or cultural opportunity freely accessible to anyone by providing unfiltered Internet access. We purchase materials that reflect varied opinions and perspectives. Organizations who are adamant to promote their events are welcome to use

the expressive use areas at the Central Library and branch locations. The American Library Association's Intellectual Freedom Manual offers guidance on Exhibit Spaces and Bulletin Boards (www.ifmanual.org/exhibitspaces) and states that, "*A publicly supported library may designate use of exhibit space for strictly library-related activities, provided that this limitation is viewpoint neutral and clearly defined.*" Offering additional materials from federal, state, and local governmental entities in addition to those for library-related activities does not seem to be a grave deviation from this guidance, since these materials are viewpoint neutral.

I do recommend expanding the government materials we display on a variety of topics and have tasked staff to evaluate and develop this collection.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

ATTACHMENTS: Display and Distribution of Materials in Library redlined and final versions.

~~Public Give Away~~ **Display and Distribution of Materials in Library**

The purpose of this policy is to establish standards concerning the use of the areas officially designated as ~~public "give-away" shelves~~ for **the display and distribution of materials** at the Newport Beach Public Central Library and, to the extent established, any similar shelves in any Library branch.

The Newport Beach Public Library makes available ~~"give-away"~~ shelves **for the display and distribution of materials** ~~for the purpose of making available to Library customers to obtain free materials~~ information provided by various governmental ~~and non-profit~~ agencies. **Central Library and the three branch locations each have a designated area for the display and distribution of materials in the Library.**

The following are the guidelines established by the Library Trustees for the use of these shelves:

A. The materials to be given away must be in brochure, pamphlet, flyer, and/or business card formats, and must not exceed 8.5" x 14" in size.

~~B. The materials must be provided by an agency of the City of Newport Beach, the County of Orange, the State of California, or the United States government. No materials provided by any non-governmental agency will be permitted on the "give-away" designated shelves.~~ **Acceptable materials for dissemination on the giveaway shelves include Library information and announcements including Friends of the Library and Newport Beach Public Library Foundation material; and materials from other governmental agencies – e.g. City, County, State, and Federal information; and information and instructional materials from schools in the Newport Beach area (schools are defined by the California Department of Education at <http://www.cde.ca.gov/ds/si/ds/dos.asp>).; and announcements of free of charge public events to be held in Newport Beach by 501(c)(3) non-profit organizations engaged in educational and cultural activities that support the Library's mission.**

~~C. Materials not acceptable for dissemination on the giveaway shelves include commercial advertisements or announcements, including sales ads, want ads, and fundraising materials; announcements of paid events; partisan political posters or announcements (announcements of public non-partisan or bipartisan meetings are acceptable); personal, non-public oriented announcements or posters; and derogatory or inflammatory material.~~

~~CD. The provider of the materials is responsible for placing the materials on the "give-away" shelves and removing all of its out-dated material.~~ **All items placed on the giveaway designated shelves should be approved by the Adult Services Coordinator or their designee at Central Library and the Branch Librarians or their designee at the branch locations. The Library Services Manager should be consulted if there is doubt about the suitability of a particular item. Library staff is responsible for placing the materials on the "give-away" designated shelves and removing all of its out-dated material.** The provider may furnish any display holder it desires for its materials so long as the display holder is of an appropriate size, shape, and material **and that there is sufficient display space for materials received.**

~~DE. The Library is not responsible for the damage, theft, or loss of any materials or display holders.~~

~~EF. Other than materials provided by the City of Newport Beach or the Library, no materials intended to be given to or seen by the public may be placed by any person or entity in any lobby area, other shelves, desks or tables, or anywhere else in any of the Libraries.~~

~~FG. Library staff has the right to remove and dispose of any materials that fail to meet these standards in any way.~~ **The Library is not responsible for returning undistributed materials.**

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The following are the guidelines established by the Library Trustees for the use of these shelves:

- A. The materials to be given away must be in brochure, pamphlet, flyer, and/or business card formats, and must not exceed 8.5" x 14" in size.
- B. No materials provided by any non-governmental agency will be permitted on the designated shelves. Acceptable materials for dissemination on the shelves include Library information and announcements including Friends of the Library and Newport Beach Public Library Foundation material; and materials from other governmental agencies – e.g. City, County, State, and Federal information; and information and instructional materials from schools in the Newport Beach area (schools are defined by the California Department of Education at <http://www.cde.ca.gov/ds/si/ds/dos.asp>).
- C. All items placed on the designated shelves should be approved by the Adult Services Coordinator or their designee at Central Library and the Branch Librarians or their designee at the branch locations. The Library Services Manager should be consulted if there is doubt about the suitability of a particular item. Library staff is responsible for placing the materials on the designated shelves and removing out-dated material. The provider may furnish any display holder it desires for its materials so long as the display holder is of an appropriate size, shape, and material and that there is sufficient display space for materials received.
- D. The Library is not responsible for the damage, theft, or loss of any materials or display holders.
- E. Other than materials provided by the City of Newport Beach or the Library, no materials intended to be given to or seen by the public may be placed by any person or entity in any lobby area, other shelves, desks or tables, or anywhere else in any of the Libraries.
- F. Library staff has the right to remove and dispose of any materials that fail to meet these standards in any way. The Library is not responsible for returning undistributed materials.

Adopted - April 19th, 2005

Last Updated - April 25th, 2005

TO: Board of Library Trustees

FROM: Library Services Department
Dave Curtis, Library Services Manager
949-717-3819, dcurtis@newportbeachca.gov

PREPARED BY: Dave Curtis

TITLE: Proposed Library Closure/Availability for July 4th Holiday

ABSTRACT:

July 4th will fall on a Saturday this year (2015). As a result, the City will observe the Holiday on Friday July 3rd. The Library will be closed on July 4th for the observance of Independence Day.

RECOMMENDATION:

Staff recommends that the Board of Library Trustees approve the Library (all locations) being open on Friday July 3rd.

FUNDING REQUIREMENTS:

Full Time staff will receive holiday pay for Independence Day. City staff will generally take Friday the 3rd as the holiday. The Library's being open will give our staff the option to take the 3rd as their holiday, flex the off day to another day in the pay period, or to exercise a "Holiday to Comp" function if they are needed to work. This last option will allow the staff person to work on the 3rd and bank their hours as compensation time.

DISCUSSION:

The July 4th holiday is a time to travel, and enjoy some leisure time. The Library is a great place to visit for all those that travel to Newport Beach on holiday. We feel that our users will be looking to us for materials and services on Friday the 3rd so they can be stocked up on reading and viewing material for their weekend. The Library is pleased to provide great accessibility with generous open hours, and maximizing Library availability for the July 4th weekend is great service.

NOTICING:

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).